



Passport to Health Member Handbook

Montana Medicaid and Healthy Montana Kids Plus

➤ The mission of Passport to Health is to manage the delivery of health care to people with Medicaid and Healthy Montana Kids *Plus* in order to improve quality and access while minimizing the use of health care resources.

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**If you have questions about Medicaid or HMK *Plus*
call the Help Line at 1-800-362-8312**

What is Passport to Health?

Passport to Health is for people in Montana who have Medicaid or Healthy Montana Kids *Plus* (HMK *Plus*) health insurance.

Passport to Health is a Medical Home Program. This booklet explains Passport to Health, Nurse First and the Health Improvement Plan. These programs support your Medical Home. These programs are available to you as long as you have Montana Medicaid or Healthy Montana Kids *Plus* health insurance.

This booklet explains:

- ✓ The benefits of Passport to Health, Nurse First and the Health Improvement Program
- ✓ Your rights and responsibilities
- ✓ Your provider's responsibilities
- ✓ How to get your questions answered

What is a Medical Home?

A Medical Home is one provider (like a doctor) and one pharmacy coordinating all your healthcare needs. That means, anytime you are sick, hurt, need medicine or need to see your provider for an exam, you see the same person. You build a relationship with your provider so both of you understand your health status, know medications you may take, and know about your health history. This helps you and your provider make well informed decisions and you get the best healthcare possible.

Passport to Health

Your Passport Provider

A Passport Provider can be a doctor, nurse practitioner, physician assistant, or medical clinic. A Passport Provider takes care of most of your medical needs, such as when you are sick, and keeps your medical records up to date and in one place. Most medical appointments must be with your Passport Provider, or referred by your Passport Provider, or Medicaid/HMK *Plus* will not pay.

Choosing Your Passport Provider

You choose your Passport Provider. You can choose the same Passport Provider for everyone in your family, or each person can have a different provider. For example, parents may choose a pediatrician for their child and a family doctor or nurse practitioner for themselves.

If you want to keep seeing your current provider, ask if he or she is a Passport Provider. If your provider is a Passport Provider, you can choose him or her.

If you do not have a provider, call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312, Monday through Friday, 8 am to 5 pm. The Help Line staff can tell you about the Passport Providers near you. You can also choose your Passport Provider anytime online at www.medicaid.mt.gov in the member information section. If you do not choose a Passport Provider, you will be assigned to one. It's best if you choose – because you know what's right for you and your family.

After you choose your Passport provider, you will get a letter in the mail that will tell you the name of the provider you chose and his or her after hours phone number.

American Indians and Passport Providers

If you are American Indian, you can choose Indian Health Service (IHS) or any other Passport Provider. If you choose a Passport provider who is not IHS, you can still go to IHS for health services without a referral from your Passport provider. However, if IHS refers you to a provider who is *not with IHS* you *must also* get a referral from your Passport Provider *before* you go. Medicaid/HMK *Plus* may not pay the bill if you do not get a referral from your Passport provider before seeing another provider.

Problems with your Passport Provider

If you are having problems with your Passport Provider here are some things you can do:

- ✓ Talk to your provider- explain what the problem is and try to work it out.
- ✓ Choose a new Passport Provider.
- ✓ Call the Medicaid/HMK *Plus* Help Line. Tell the person who answers that you are having a problem with your Passport provider.
- ✓ File a complaint. If the problem is a serious one, you have the right to file a complaint. To do this, call the Medicaid/HMK *Plus* Help Line.

Changing Your Passport Provider

You can change your Passport Provider once a month. To make a change, call the Medicaid/HMK *Plus* Help Line or log onto www.medicaid.mt.gov and click on Member Information. If you change your Passport Provider, you will get a letter in the mail confirming the change. **The change usually happens at the beginning of the next month.**

Passport Referrals

Your Passport Provider will provide most of your healthcare needs, but sometimes you may need to see a specialist. In that case, your Passport Provider will give you a referral. It is the responsibility of the specialist you see to get a referral from your Passport Provider. If you see a specialist, remind him about your Passport Provider. Your Passport Provider must be aware of the visit to the specialist and will give you a referral.

You can get some services without a referral from your Passport Provider. See the Medical Services section of your Medicaid Handbook for services that don't need referrals.

Passport Exemptions

An *exemption* is when you are temporarily removed from the Passport to Health Program. Most people with Medicaid or Healthy Montana Kids *Plus* must join Passport. Sometimes joining Passport could create a medical hardship. If that is the case, an exemption may be possible.

If you think you need an exemption, call the Medicaid/HMK *Plus* Help Line at 1-800-362-8312.

Pregnancy and Passport

Pregnant women may get *obstetrical* (pregnancy-related) care from any provider who takes Medicaid. Pregnant women **do not** need a referral for pregnancy care. Most other health care, *not pregnancy-related*, must come from your Passport Provider. **If you are pregnant, you should have Full Medicaid or HMK *Plus*. If you do not have Full coverage, call your Eligibility Case Manager at your local County Office of Public Assistance to tell Medicaid you are pregnant. You can keep getting Full Medicaid for 60 days after the last day of your pregnancy and through the end of that month. Your baby may be eligible for HMK *Plus* up to a year after birth. Be sure and tell your Eligibility Case Manager at your local County Office of Public Assistance when your baby is born to get your baby enrolled into the right program.**



Make the Most of Your Medical Home

Before your visit

- ✓ If you are not sure if you need to go to the doctor, call the Nurse Advice Line at 1-800-330-7847 (see page 16 for more information on Nurse First)
- ✓ If you need help paying for gas to get to a medical or dental appointment call 1-800-292-7114 **before** your visit. You may be able to get help with gas money.

Be Prepared

- ✓ Tell your Passport Provider about any medicines or treatments (including natural or alternative) that you are taking.
- ✓ Bring other medical information, such as x-ray films, test results, and medical records (if you have them) to your provider visit.
- ✓ Bring your Medicaid or HMK *Plus* card with you.

Get information

- ✓ Write down your questions before your visit so you won't forget them.
- ✓ Ask questions if you don't understand everything that was said. You might want to bring someone along to help you ask questions.
- ✓ Take notes to help you remember.

Take information home

- ✓ Ask for written instructions if you need to care of yourself at home.
- ✓ Your Passport Provider may also have brochures or audio and videotapes that can help you.

Follow up

- ✓ If you have questions, call your Passport Provider.
- ✓ If your symptoms get worse or if you have problems with your medicine, call your Passport Provider.
- ✓ If you had tests and do not get a report from your provider, call your Passport Provider for your test results.
- ✓ If your Passport Provider said you need to have tests, make appointments at the lab or other offices to get the tests done.
- ✓ If your Passport Provider said you should see a specialist, ask for a referral and make an appointment.



Your Rights: What to Expect

- ✓ You get the same quality of care as people with different insurance.
- ✓ You can choose your own Passport Provider.
- ✓ You can change your Passport Provider once a month.
- ✓ Passport Providers and staff are polite and treat you with respect.
- ✓ Passport Providers explain your medical conditions to you.
- ✓ Passport Providers will keep your medical records and conversations with you private and confidential.
- ✓ You can ask your Passport Provider for a copy of your medical records.
- ✓ Passport Providers will explain your treatment before it starts.
- ✓ You can refuse medications or treatments.
- ✓ You can make a complaint about Medicaid or HMK *Plus* and get a response.
- ✓ You can get information about Medicaid or HMK *Plus* when you ask.
- ✓ You will be told what Medicaid or HMK *Plus* services are covered.
- ✓ You can get free interpreter services for your medical appointments.

Your Passport Responsibilities

- ✓ Choose your Passport Provider. If you do not choose, you will be assigned to one.
- ✓ Check your Medicaid or HMK *Plus* card to make sure the information on it is correct. Tell your Eligibility Case Manager if it is not.
- ✓ Ask your Passport Provider for a referral before you see another provider.
- ✓ Take your Medicaid or HMK *Plus* card with you when you get health care services and show it to the person at the desk when you check in.
- ✓ Call ahead for appointments and be on time.
- ✓ If you cannot go to your medical or dental appointment, call to cancel the appointment.
- ✓ Go to the emergency room only if there is a medical emergency.
- ✓ Do not go to Urgent Care for medical care.
- ✓ If you are not sure if you need to see your Passport Provider call Nurse First at **1-800-330-7847**. There is more information about Nurse First on page 16.
- ✓ Pay all cost sharing (co-pays).

Emergency and Urgent Care

A medical emergency is when someone is so sick or hurt he or she needs medical care right away. Examples of an emergency are when someone is bleeding a lot, or if someone is having trouble breathing.

You can get emergency treatment without your Passport Provider's referral. If the emergency treatment has been done and you still need more care later, you will need to go to your Passport Provider for that care.

What if you have an emergency?

Call 911 or go to the nearest emergency room.

When should you go to the emergency room?

Go to the emergency room only when you have a medical emergency.

Urgent care centers do not provide the same services as your Passport Provider. You should **not** go to an Urgent Care Center if you are sick or hurt or you need to see a doctor. Go to your Passport Provider anytime you are sick or hurt or you need a medical exam.

If you are not sure if you have an emergency or need to get care right away you should call Nurse First at 1-800-330-7847. There is more information about Nurse First on the next page.

Nurse First Advice Line

Nurse First is a free telephone advice line you can call if you are sick, hurt or have a general health question. It is available 24 hours a day, seven days a week. Nurse First is for people with Medicaid or Healthy Montana Kids *Plus* health insurance. Call Nurse First to help you decide if you need to see your Passport Provider or if you should go to the emergency room.

Nurses at Nurse First can help you with problems like:

- ✓ Fever
- ✓ Ear ache and head ache
- ✓ Flu and sore throats
- ✓ Vomiting or upset stomach
- ✓ Colds and coughing
- ✓ Back pain
- ✓ A crying baby



The Nurse First Advice Line is always open. Call **1-800-330-7847**. Call any time of the day or night:

- ✓ When you are sick or hurt.
- ✓ When you have questions about your health, medicines or diseases.
- ✓ Before making an appointment with your provider, except for follow-up appointments.
- ✓ Before going to the emergency room. Call 911 if you think your condition is life-threatening.
- ✓ To learn how to take care of a health problem at home.

There are times you don't have to call Nurse First, such as:

- ✓ You have a health concern you think is life threatening. In this case, call 911 or go directly to the emergency room.
- ✓ It's time for your child's next Well Child check up or immunizations (shots). Call your child's Passport Provider's office directly to schedule an appointment.
- ✓ You've seen your Passport Provider for a specific health problem and a follow-up appointment is needed. Call the office directly to schedule the appointment.
- ✓ You've seen your Passport Provider for a specific health problem, and she refers you to a specialist. Call the specialist's office directly to set up an appointment.
- ✓ You, or your child, need regular services such as transfusions or dialysis. Make this series of appointments directly with your provider's office.

Remember:

- ✓ If you are not sure that you should go to the emergency room, call the Nurse First Advice Line. The call is free. Registered nurses are available 24 hours a day, 7 days a week to help you.
- ✓ Some examples of non-emergencies may include an ear infection, a skin rash, or a cold.



Health Improvement Program

As a Passport member, you are enrolled in the Health Improvement Program. This program can provide extra help for patients who have serious health issues. The program can also help patients prevent serious illness.

Your health history will be reviewed to see if you need extra services. If you need extra help, you will be contacted by a nurse or health coach to explain the services. Below is a list of services that may be offered:

- ✓ Health Assessment (questions asked by a nurse or health coach to see what your needs are)
- ✓ A written plan to help you manage your health condition
- ✓ Help with scheduling tests and follow-up care
- ✓ Help with taking care of yourself before or after a hospital stay
- ✓ Help with managing medicines you are taking
- ✓ Help with finding other services that may help you take care of yourself (such as transportation or services in the community)

- ✓ Education about how to help yourself with diet, exercise or medicine
- ✓ Reminders to make doctor appointments or schedule other services you may need
- ✓ How to monitor and keep a record of your progress
- ✓ Information about your health condition such as brochures and internet web sites

The nurses and health coaches work at health centers across Montana. They will work with your Passport Provider to help you get the care you need. If you are called by or receive a letter from a nurse or health coach, you will be asked to answer questions for the health assessment and then given options for extra services. You have the right to choose any or none of the services offered to you.

Helpful Contacts *for* **Medicaid and HMK *Plus* Members**

Medicaid /HMK *Plus* Member Help Line: 1-800-362-8312

Nurse First Advice Line: 1-800-330-7847

Medicaid/HMK *Plus* Transportation Center: 1-800-292-7114

Medicaid/HMK *Plus* Member Website: www.medicaid.mt.gov

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